DOCUMENT RESUME

ED 382 128 HE 028 329

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TITLE	Team Building: A Structured Learning Approach. Instructor's Manual.
REPORT NO	ISBN-1-884015-15-8
PUB DATE	94
NOTE	116p.; For the student's manual, see HE 028 328.
AVAILABLE FROM	St. Lucie Press, Corp., 100 E. Linton Blvd., Ste. 403B, Delray Beach, FL 33483 ($39.95).
PUB TYPE	Guides - Classroom Use - Teaching Guides (For Teacher) (052)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	College Administration; Higher Education; *Instructional Materials; *Lesson Plans; Teaching Methods; *Team Training; Teamwork; Total Quality Management; Transparencies
IDENTIFIERS	*Continuous Quality Improvement; Empowerment; Group Cohesion; *Group Development; Group Facilitation; Team Learning Methods

ABSTRACT

This publication is an instructor's manual to a course on developing empowered management teams for higher education, teamworking skills, and team role evaluation skills. The course itself takes a hands-on approach to learning about quality, introduces continuous quality improvement principles, asks students to apply these in a structured environment designed to gradually improve team-building skills, and teaches participants to evaluate the interactions of team members so that they can learn how to improve themselves. The manual provides lesson plans, suggested time allocation, masters for creating transparencies, photocopy masters, and a method for randomly assigning participants to teams. An introduction discusses the instructor's role, lists what the instructor will need, describes the lesson plans, reviews topics and time allocations, discusses the use of "quality bucks" as reinforcement, and introduces team assignment issues. For each course chapter the manual outlines the objective, lists pages and exercises in the learner text, and provides the related transparencies. Appendixes contain sample "quality bucks" for copying, a method for random team assignments, a description of a "hats off award," and description of a team presentation format. (JB)

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